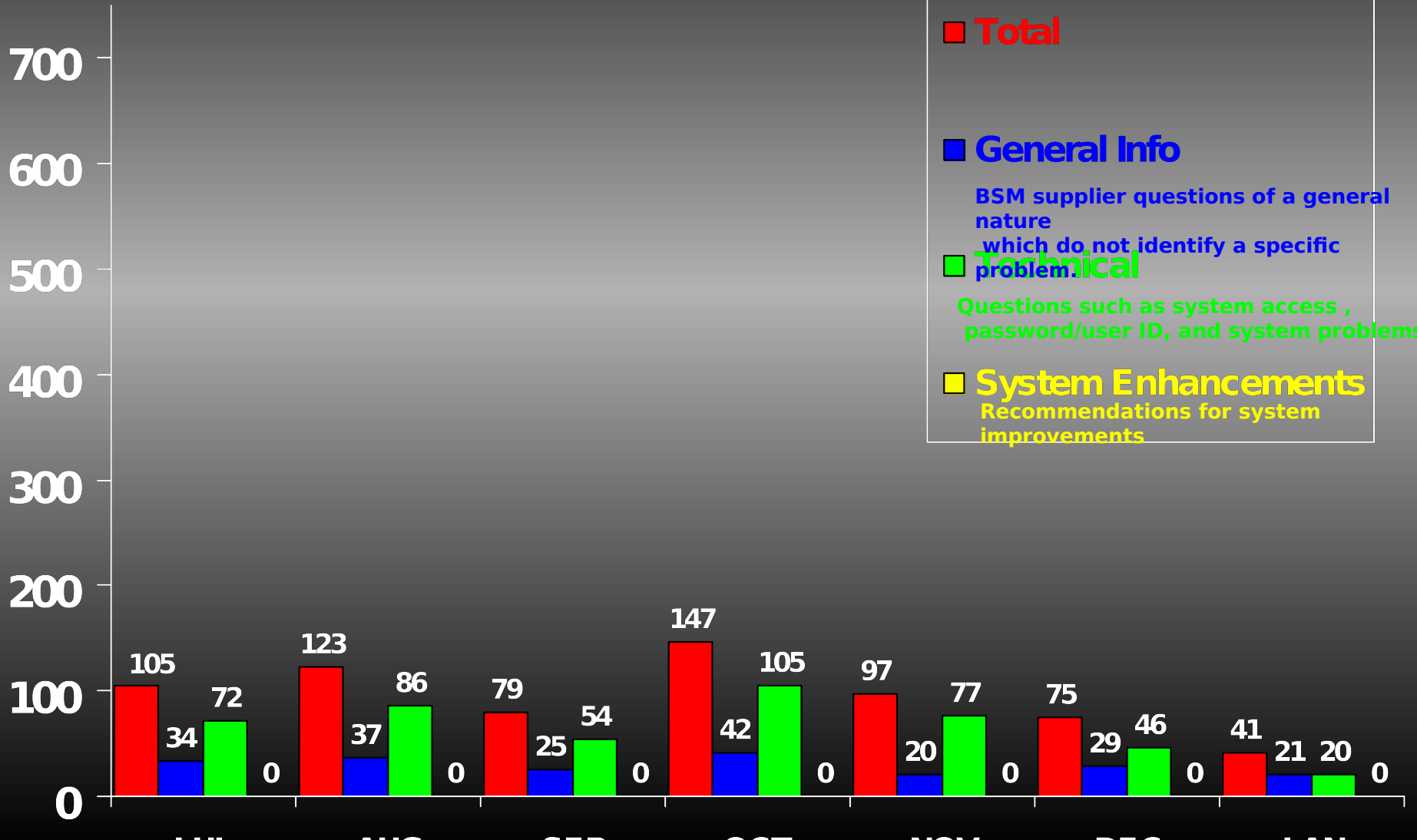




SRweb RELATED CONTACTS

As of 22 Jan 04

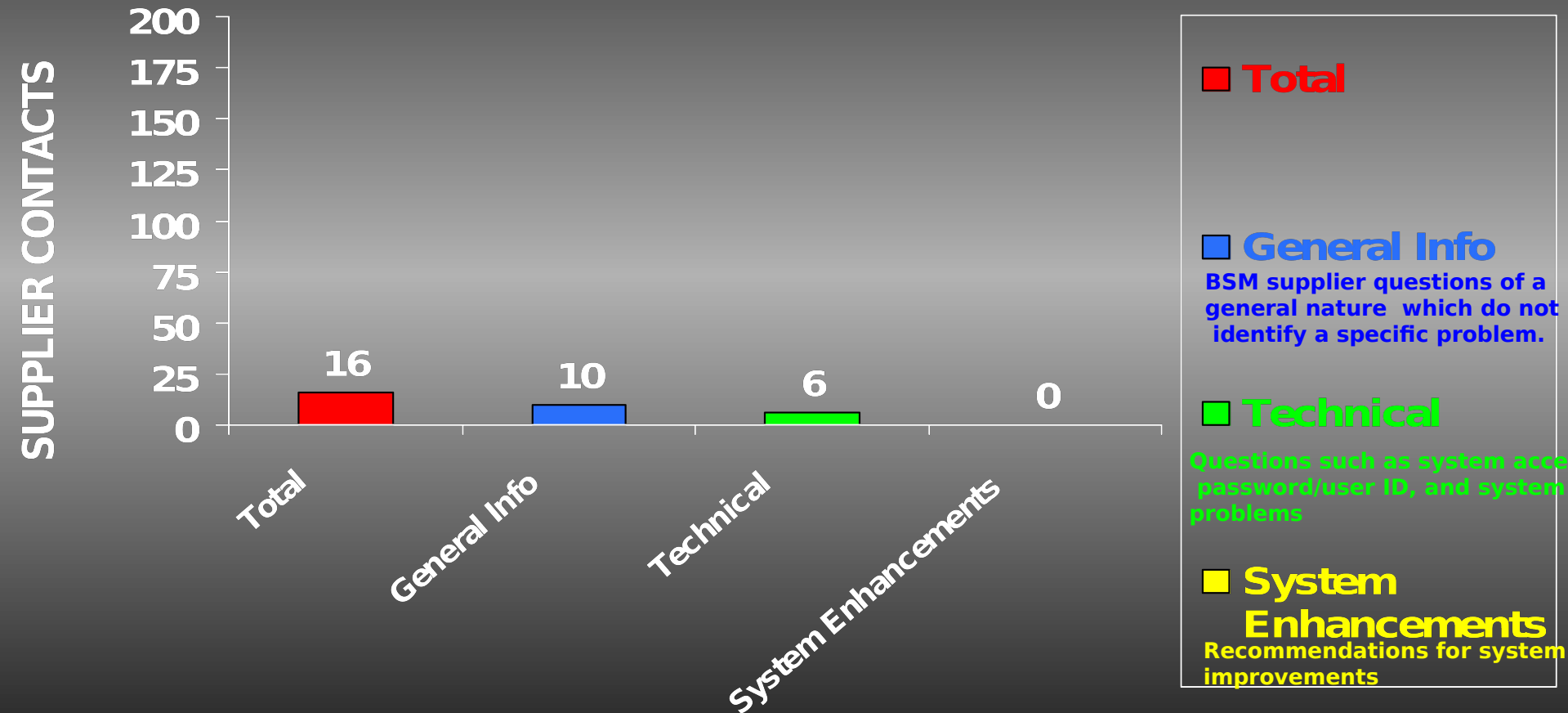
MONTHLY CONTACTS





SRweb RELATED CONTACTS

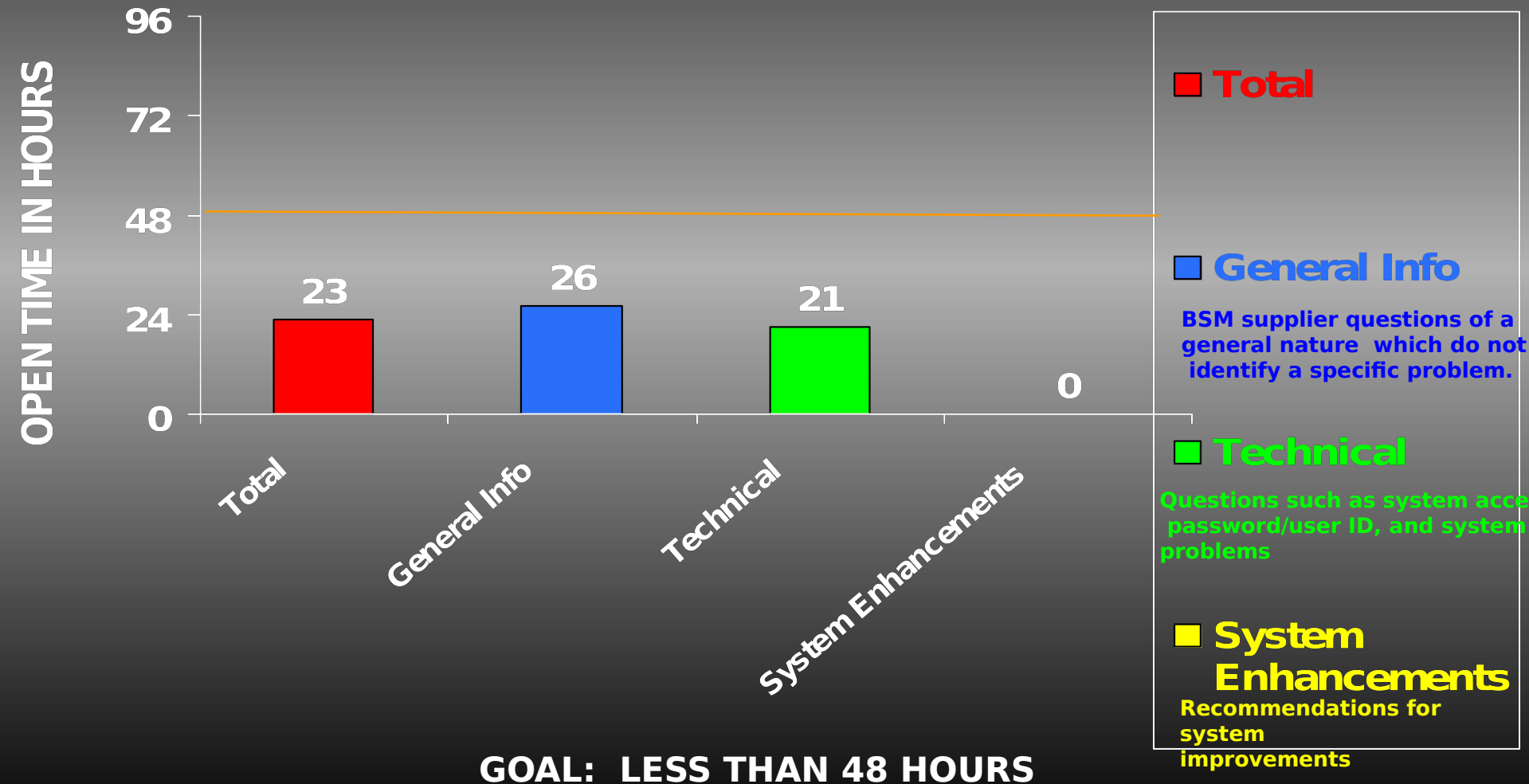
WEEK OF 16 - 22 Jan 04





SRweb ISSUES

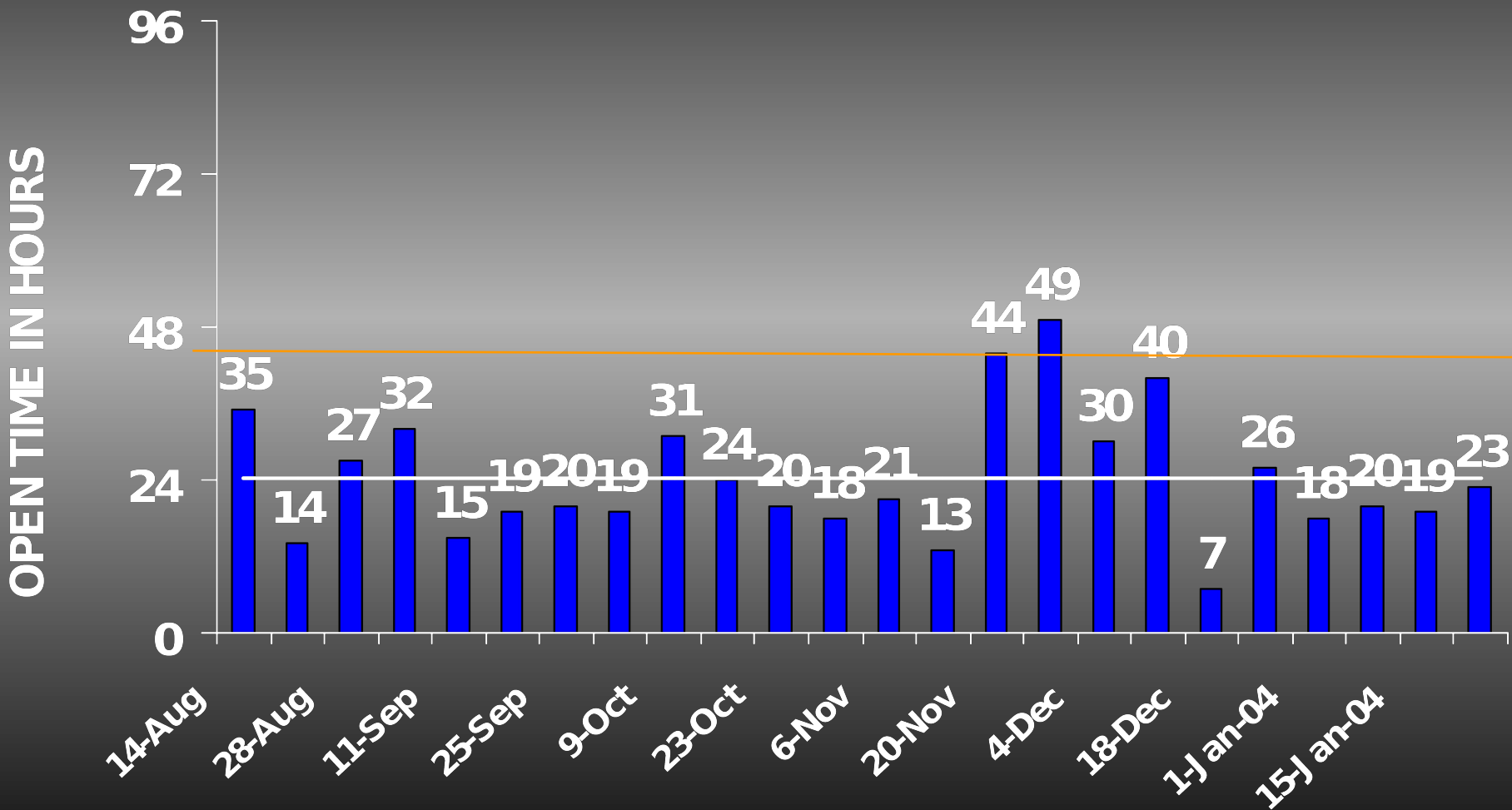
Average Resolution Time
16 - 22 Jan 04





SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS



AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR
SUSPENSE

AS OF 22 Jan 04

OPEN CALLS

